

Tech Tip Tuesday—April 11, 2017

Garage to Garage/Door to Door and overrides

As we all know, Livery Coach has the ability to enter travel time (both before and after the trip) separately from the trip duration itself. For example, in the screen shot below, the “Dwelling Time” (Garage to Door) is 60 minutes, the actual trip itself (Door to Door) is 3 hours, and the “Block Time” (Door to Garage) is 90 Minutes.

The screenshot shows the 'Date / Time Maintenance' interface. It includes a calendar for March 2017 with the 15th selected. A central clock shows 12:00 PM. On the right, there are settings for 'View' (Pick Up, Drop Off), 'Dwelling Time' (60 Minutes), 'Wakeup Alert' (unchecked), 'Trip Duration' (0 Days, 3 Hours, 0 Minutes), and 'Block Time' (90 Minutes). The 'Pick Up' section is set for 03/15/17 at 09:00 AM, and the 'Drop Off' section is set for 03/15/17 at 12:00 PM.

For an hourly trip, you have the choice of whether to charge Garage to Garage (5.5 hours), Door to Door (3 hours), or something in-between (such as Garage to Door, 4 hours, or Door to Garage, 4.5 hours).

What controls this is the setting in the trip, which can be accessed by clicking on Additional Charges button in the Payment screen.

The 'Charges' screen shows the 'Hourly Option' section with four radio buttons: Door to Door, Door to Garage, Garage to Door, and Garage to Garage. The 'Garage to Garage' option is selected. Below this, a calculation table is displayed:

Dwelling Hrs:	1.00	Hourly Rate:	60.00
Duration Hrs:	3.00 +	Total Hrs - Fixed Hrs:	5.50 X
Block Hrs:	1.50 +	Fixed Total:	0.00 +
Total Hrs:	5.50 =	Trip Charges:	330.00 =

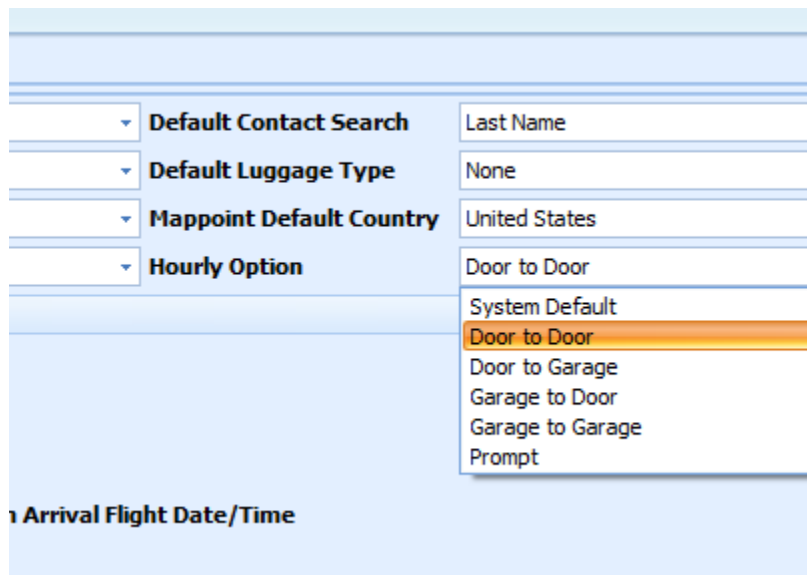
Additional Charges

While you can certainly edit this for every trip, Livery Coach has some tools to make it easier, to better suit your business practice.

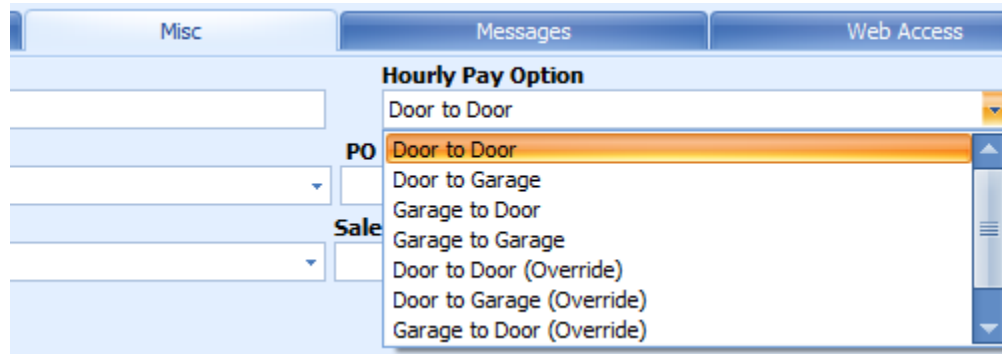
The first setting, located in Setup, System Default Configuration, System Default Config, is your overall global system setting. We recommend setting this for your usual practice (Door to Door, Garage to Garage, etc.)

(Note: ignore System Default if present—if selected, it will change to Door to Door).

If you don't want to have a default, but want the system to ask you every time you book an hourly trip, select "Prompt" as the default, regardless of any contact or company settings (discussed further below).



Then, this setting will be used as a default for all new contact profiles (found under the Misc tab). Note that this will not change any settings for existing profiles—only new ones.



If you have a particular Company that needs custom settings, these can be set in Setup...Maintain...Company List. Add the company to the list (if isn't there already), and select the default for that company.

The screenshot shows a software interface for editing company settings. The 'Add & Edit' tab is active. The 'Company Name' field contains 'Livery Coach Solutions, LLC'. The 'Hourly Pay Option' dropdown is set to 'Door to Door'. A red arrow points from the top left towards the 'Hourly Pay Option' dropdown.

Then, the Company settings will be used for all bookings by any contacts associated with that company (and ignore the contact settings). If you need a particular contact settings to override the company settings (that is, you have one contact who needs his own setting that is different than the company setting), you can just select the desired setting with (Override). Then the contact setting will override the company settings (which, in turn, override the global setting).

The screenshot shows a dropdown menu for 'Hourly Pay Option'. The menu is open, showing several options. The 'Garage to Garage (Override)' option is highlighted in orange. A red arrow points to this option.